

**FIRE COMMUNICATIONS OFFICER III**  
**STUDY GUIDE**

A written examination for the class of **FIRE COMMUNICATIONS OFFICER III** to be administered in **BATON ROUGE** on **April 21, 2009**, will consist of approximately 108 multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>COMMUNICATIONS MANAGEMENT</b>  Knowledge of the operation of the fire communications center, including knowledge of operational and dispatching procedures for receiving and processing calls for assistance; of the proper operating procedures of the fire radio system; of the operation of the computer-aided dispatch system, including the operation of the computer keyboard; of applicable computer codes; of the procedures for sending and retrieving messages as well as for entering and retrieving information using the computer.	56.5%
<b>MANAGING EQUIPMENT/PROPERTY</b>  Knowledge of the general care, maintenance, and use of departmental communications equipment and property, including verifying that equipment is tested and meets applicable standards.	4.6%
<b>PUBLIC RELATIONS</b>  Knowledge of effective public relations practices which foster a positive public image of the department through contact with the public.	4.6%
<b>SUPERVISION</b>  Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	25.9%
<b>TRAINING</b>  Knowledge of the operation of communications equipment, dispatch procedures, and related areas of communications in order to conduct formal training.	8.3%

## **REFERENCE LIST**

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

### **PRIMARY REFERENCE MATERIAL**

#### **BATON ROUGE FIRE COMMUNICATIONS - OPERATIONS AND PROCEDURES**

**EFFECTIVE SUPERVISORY PRACTICES**, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.